



ST JAMES
THE APOSTLE

CATHOLIC PRIMARY SCHOOL

*Learning with strength
and in gentleness*

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Community Grievances Policy

Rationale

Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

Aim

To provide clear, positive and fair processes that allow grievances to be aired and resolved in a timely and effectively manner.

Implementation

- Our school prides itself on clear, consultative and open communication.
- While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend meetings, and to seek clarification when required.
- There may, however, still be times when members of the community disagree or are confused about the things that we are doing.
- It is essential that the established process as outlined below is followed to resolve grievances:
 - Try to establish the facts as clearly possible, be wary of third hand information or gossip.
 - If the matter involves your child or an issue of everyday class operation, make an appointment to see their classroom teacher, detailing the reasons for the appointment.
 - An appointment should be made with the principal to discuss issues involving school policy, operations beyond your child's learning area, concerns about staff, or grievances that are probably not easily resolved.
 - The principal will provide the concerned community member with a copy of this 'Community Grievances Policy' unless the matter is easily and satisfactorily resolved.
 - All grievances are to be kept confidential.
 - Community members may be accompanied by another person, in a support role, at appointments to resolve grievances.
- All formal discussions and processes involving grievances will be documented.
- If grievances are not resolved, by mutual agreement of both parents and the Principal, Catholic Education Melbourne will be consulted.

Evaluation

All policies are revisited annually and reviewed as part of the School Improvement process.

Authorised by: Mary Abbott (Principal)
Date of implementation: 1 January 2017

Version history:

1.01 (November 2017): New school logo